



Distance Support SOS Working Group Meeting

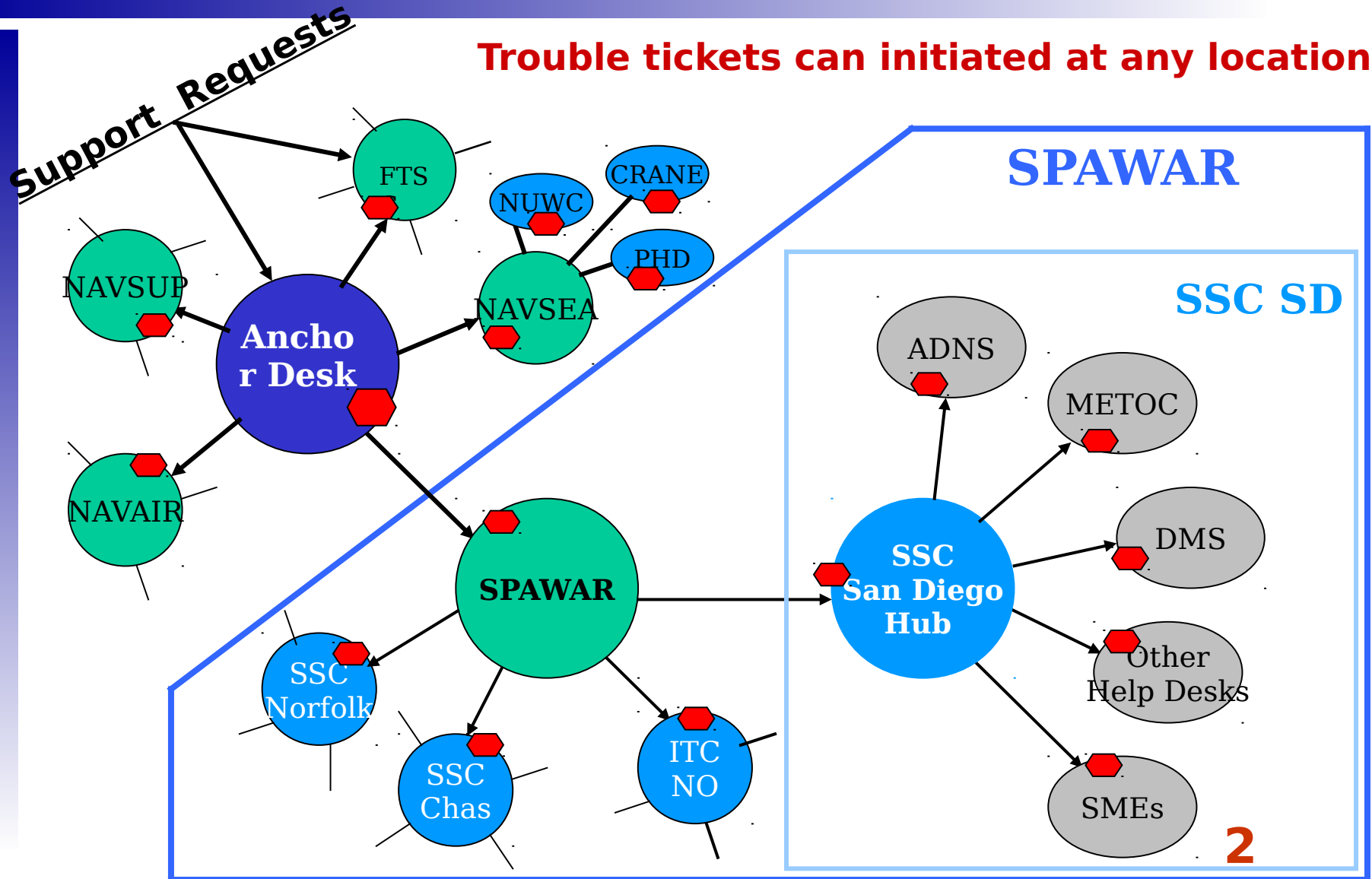
30 June and 01 July 2004

SPAWAR DS Discussion Items



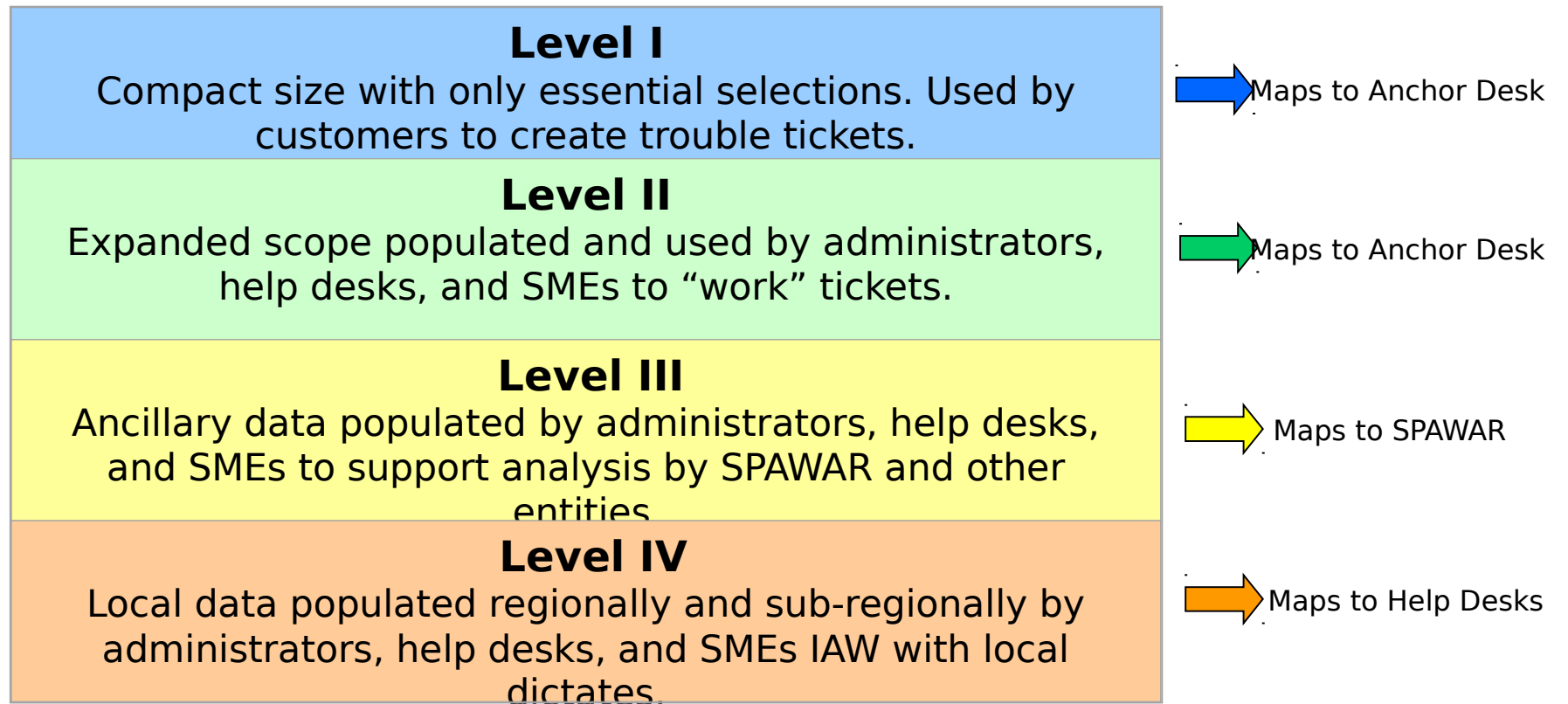
DS Remedy Architecture

Trouble tickets can initiated at any location





SPAWAR Trouble Ticket



• **Metrics Data Available at location where the data ma**



SPAWAR DS Discussion Items

- **Recommend DS Program CCB update SOS Business Rules document to include requirements to notify and provide direction to implement SDE changes**
- **Recommend DS Program Office provide a "Data Dictionary" for SDE addressing field use (Possibly as an appendix to the DS Program SOS Business Rules)**
- **Request a date for implementing the change to the "On-Site Tech Assist" be established during this meeting**
- **Recommend ACLON evaluate compliance with the DS Program Business Rules requirement to populate all "Status" date fields when going from "New" to "Close" (I.e. "...to backfill..." IAW Section 2.4 page 6)**



SPAWAR DS Discussion Items

- **As of May 2004, SPAWAR has corrected issues involving an incorrect interpretation of the “Other” sub-category in the “Pre Subject ID” and “Post Subject ID” fields**
- **Recommend adding these options to SDE "Pre Subject ID" and "Post Subject ID" fields:**
 - S/W, Database
 - S/W, Network
 - H/W, Network
 - Other
- **Recommend adding “Voice Mail” as an option to SDE “Method of Request” field**
- **Recommend deleting “Software Version” as a routing requirement**



SPAWAR DS Discussion Items

- **Recommend DS Program Office draft a business rule dealing with multiple/duplicate tickets, some scenarios include:**
 - FTSCCLANT and SPAWAR
 - INMARSAT to ADNS
- **System/equipment noun and nomenclature naming convention is forcing manual routing of trouble tickets**
 - To “remedy” this, SPAWAR is compiling a standardized nomenclature list for SPAWAR systems and equipment
 - All SPAWAR Help Desks and the Navy Anchor Desk will use the list for routing DS requests.



SPAWAR DS Discussion Items

- **Recommend that DS Program Office “publish” the metrics algorithms to promote consistent application and interpretation of data**
- **Request that DS Program Office evaluate adjusting performance metrics to account for time SOS providers spend waiting on replies from Trouble Ticket submitter/submitting activity**
- **Determine where the SPAWAR ITC New Orleans link belongs on the Navy Anchor Desk website**
- **SPAWAR has directed “one look and feel” for all enterprise DS web sites**
 - The SPAWAR Corporate website has been updated to reflect this look and feel:



SPAWAR Corporate Web Site



[U.S. Navy Homepage](#) | [U.S. Navy Jobs](#) | [SPAWAR Homepage](#) | [Navy Online](#)

Space and Naval Warfare Systems Command

SPAWAR Customer Support Homepage



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SPAWAR Help Desks

SSC Charleston

SSC Norfolk

SSC San Diego

SITC New Orleans